

From: Douglas (038) Alice Ku
To: Microsoft ATR
Date: 1/22/02 4:04am
Subject: Microsoft Settlement

Dear Sir:

I am sending you a copy of the letter that I sent to former President, Bill Clinton 2-3 years ago (see below). It said/says how I feel about the antitrust case against Microsoft.

The provisions of the Antitrust Settlement appear to be tough, reasonable and fair to all parties involved. I do hope all the states involved settle the case with Microsoft ASAP for the good of the consumer, the industry and the U.S. economy in all.

Copy of letter as follows:

As a PC user and consumer, I would like to speak up for myself and fellow consumers. I don't think Microsoft has harmed me in any way. What I do know is that Microsoft has brought a great deal of convenience to my life and that should be applauded for it, not be punished because of it. I am so glad I can write you via email; I can trade stocks on-line today; communicate with my children and friends in a convenient forum; purchase books, clothing on-line, all things I would never have dreamed of doing years ago. I love the fact Explorer/browser is being bundled with Window's operating system.

The case filed by The Department of Justice(DOJ) was a joke and the ruling by judge Jackson greatly disappointed me. I ask you for your kindness to listen to the voice of a real consumer, not from Microsoft's rivals only. It would cause a great deal of harms to the consumer if DOJ and judge Jackson undo what Microsoft has done for the industry and its customer. Please don't let them stifle the pioneer spirit that has made America what it is today and further, shake the U.S. economy as well as our leader position in the tech world. Let's step back and look up at a bigger picture instead.

Why is it that the tallest trees must be trimmed or, in this case, chopped into pieces perhaps? Believe me, there are countless trees and plants have survived because of their taller brethrens. The tallest trees may appear, in some manners, to monopolize certain elements like the sun, the air, the water, but at the same time they shelter those underneath them from those same harsh elements. For those who do not care for the shade, go find their own grounds and plant their trees. They can get all the sun, air and water they wanted. Do you think they won't complain about being discriminated for not getting any shade? Fair competitions, in my eyes, should encourage other companies to come up with better products and to convince industries and consumers to adopt it. Fair competition should not result in us burning our forest down.

Who did Microsoft go to cry to 25 years ago about rivals such as IBM? As you

know, Microsoft did not go to DOJ. You know why? The reason is that Microsoft was not, and has not been, a cry baby, unlike some of its competitors. Microsoft won the market over by presenting a practical, quality product, which is what I call a fair competition. Success is a long hard road. Those companies that wished to grab it overnight, have been very disappointed. Even worse, they wanted to grab the market by tightening up Microsoft's arms and legs through DOJ. Do you call that a fair competition? Shame on those companies.

What is this so-called "Most Favorable Trade Partner of the U.S."? Can you explain why Microsoft is not allowed to give a better price to its preferred business partners? Why the bulk buyer almost always gets better rate? Is the U.S. government, as well as these other manufacturers, above the law while Microsoft seems to be penalized for what seems to be nothing? Why can supermarkets and department stores offer special discounts to their members and preferred customers? Why is Microsoft being punished for what is commonly accepted practice?

Besides, contracts are supposed to be signed by both parties upon agreement. I assume it is done through the legal departments of both companies. One can always say no. Why is Microsoft being blamed for another party's assent to a contract?

I dropped AOL as my internet service provider in the fall of 1999 after signing up with them for four or five months. The reason I discontinued the service was due to the fact that I was disconnected from the system constantly while browsing. I had contacted their Tech Support Unit a number of times but never received a satisfactory resolution to my problems. To be perfectly honest with you, I just got tired of dealing with it. I am with another internet service provider now and very happy with it. I wish Mr. Case would spend more energy in improving his own business and products and focus on providing quality customer service rather than placing blames on to his rivals for his loss in market share.

One last message for the representatives of the nineteen states:

Thank you for looking after the benefits of the consumers in your respective states. Don't you think your states have collected enough sales tax from the sales of Microsoft products? The amounts you have claimed that Microsoft overcharged consumers, I believe, they should be refunded to the consumers who actually paid for purchasing of the products, and should not be held onto by the state. The states should refund consumers for the overpaid sales taxes generated by Microsoft product sales accordingly.

Just as a side note, I would like you to know that I bought 320 shares of Microsoft stocks last summer to show my support to the company. I still own the shares. I wish I owned more to show more support.

Thank you for your time and consideration.

Sincerely,

Mrs. Alice Ku